

Substitute Form PTO-1449 (Modified) Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-149001	Application No. 10/719560
	Applicant Chavez et al.		
	Filing Date 11/21/2003	Group Art Unit 2112	

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
EW	AQ	http://www.siebel.com/products/service/call_center/workflow_automation.shtml - "Implementing Best Practices," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 2 pages.
EW	AR	http://verslun.nyherji.is/pdf/siebelcallcenter.pdf - "Siebel Call Center," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 11 pages.
	AS	
	AT	

Examiner Signature /Eric Wiener/	Date Considered 12/18/2006
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

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Sheet 1 of 1

Substitute Form PTO-1449 (Modified) Supplemental Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-149001	Application No. 10/719,560
	Applicant Chavez et al.		
	Filing Date November 21, 2003	Group Art Unit 2112	

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
EW	AA	10/327,692	N/A	Lueckhoff et al.			Dec. 20, 2002

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AB							

Other Documents (include Author, Title, Date, and Place of Publication)

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